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100

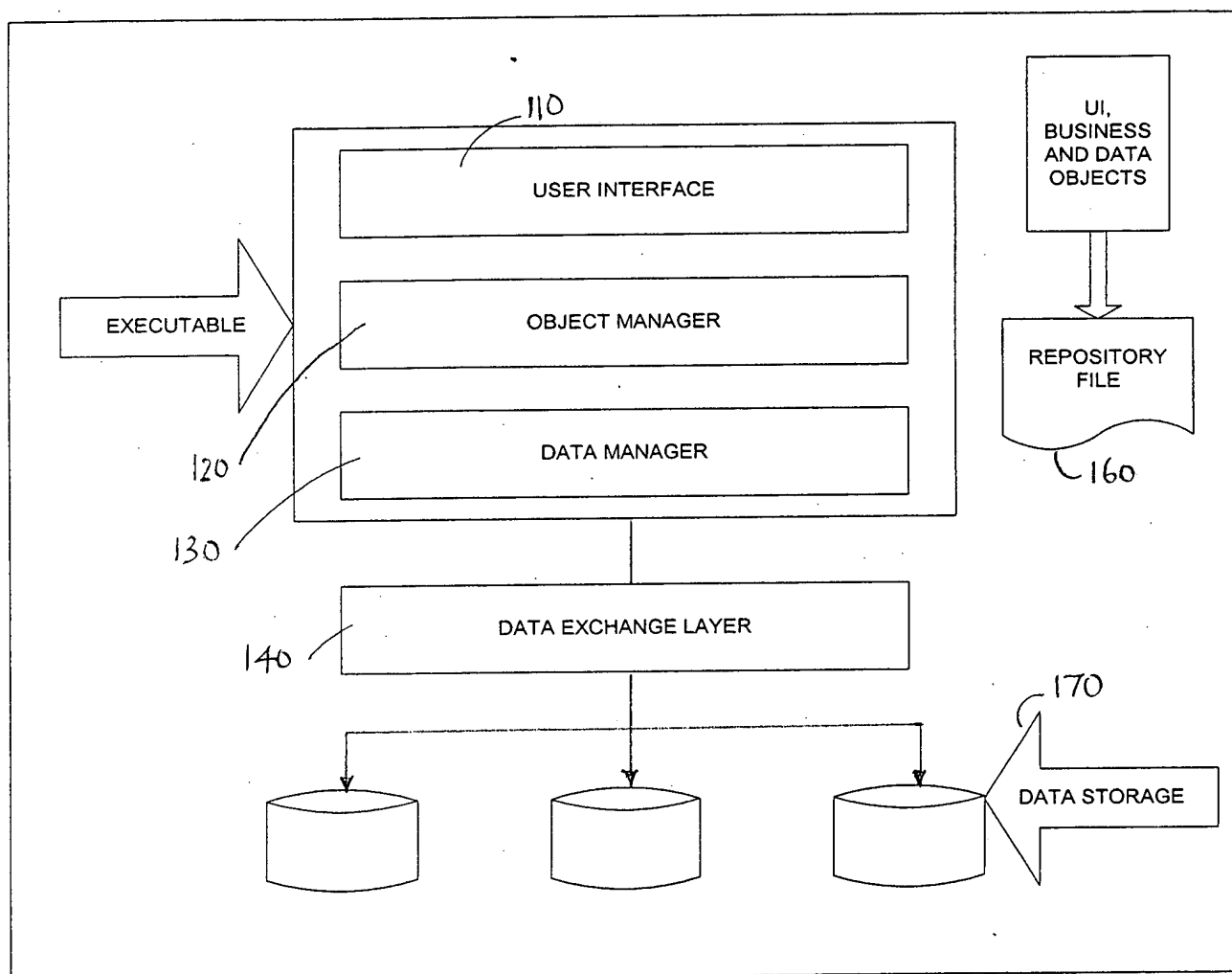


FIG. 1

200

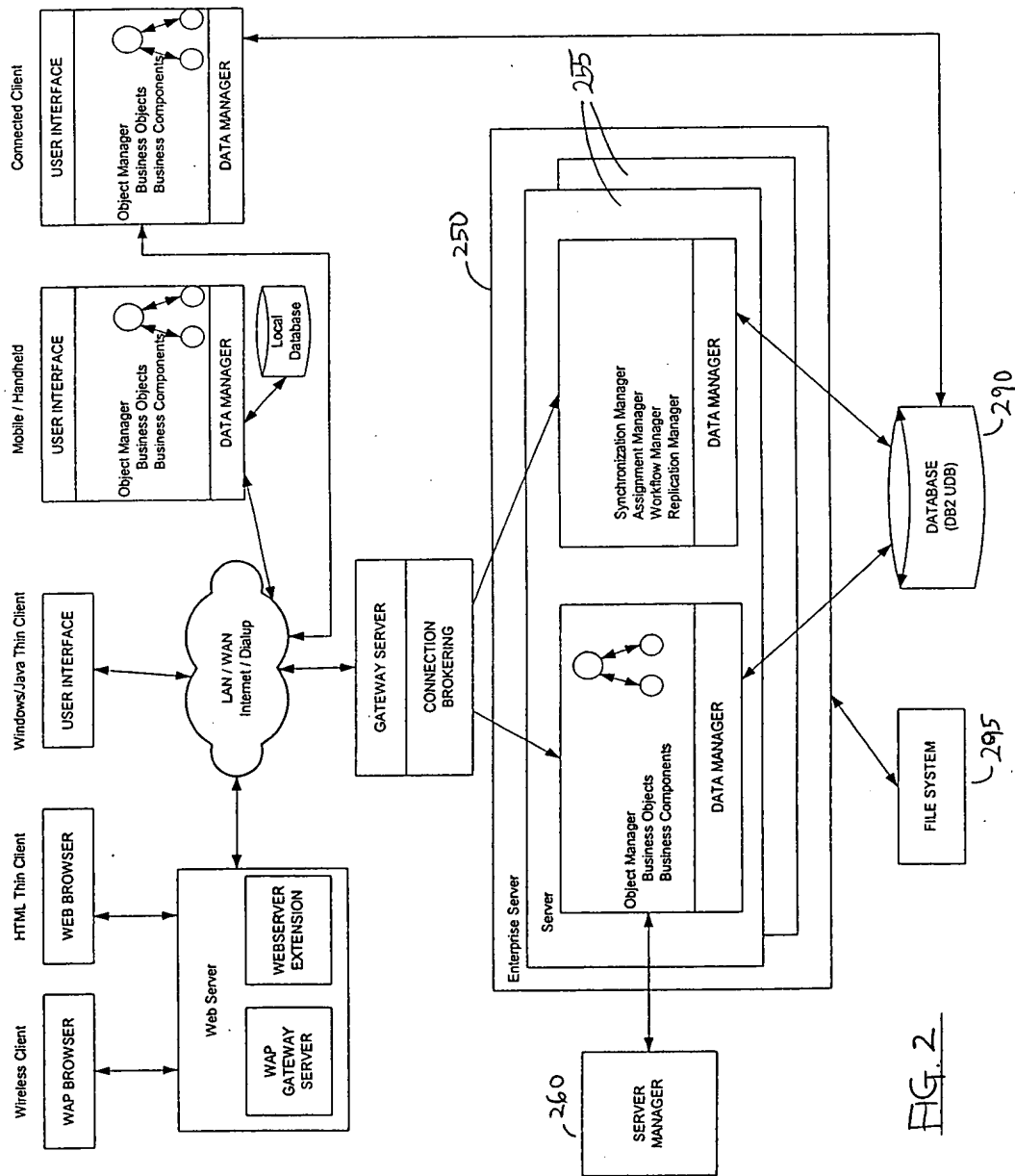


FIG. 2

09883755-02200

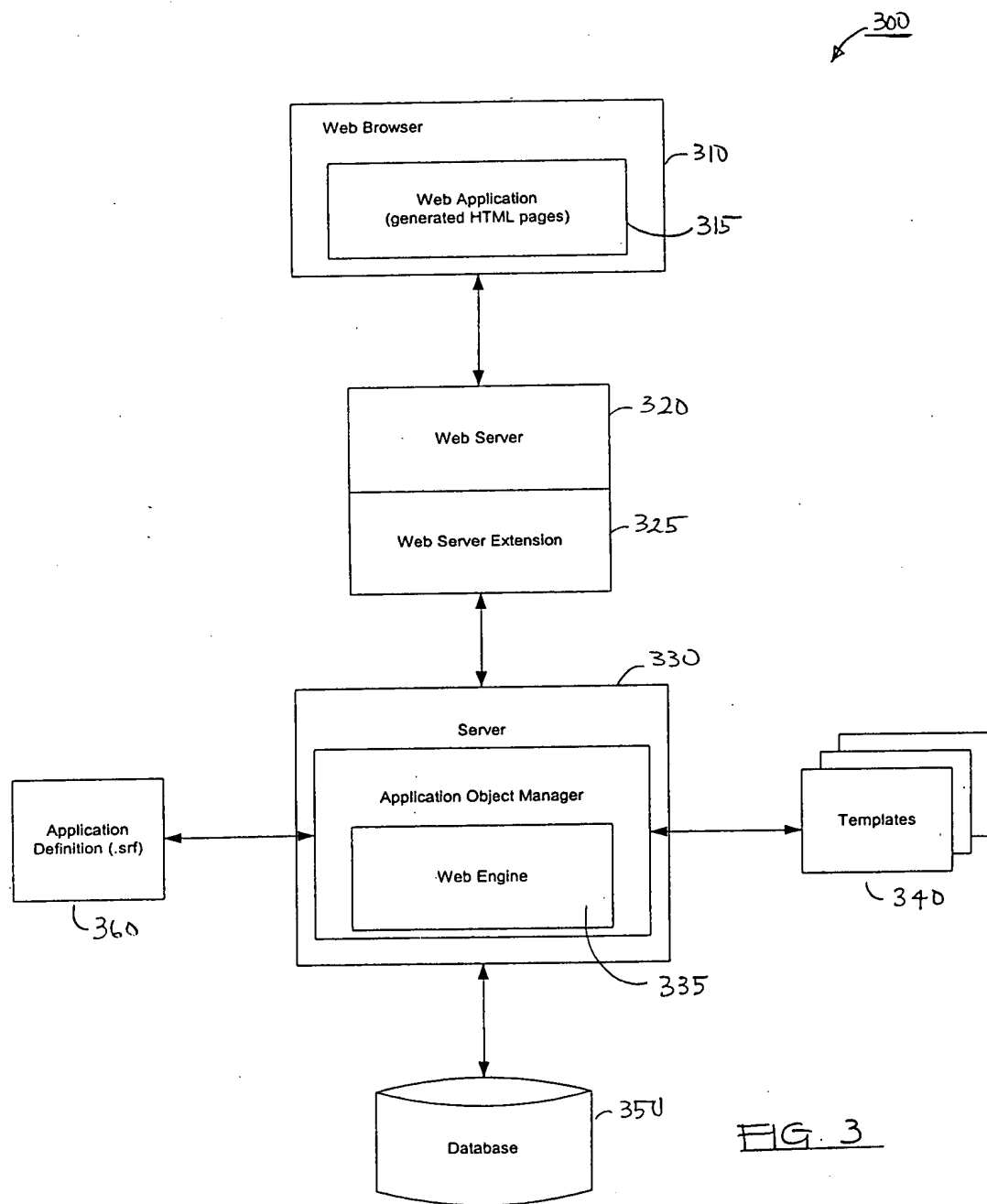
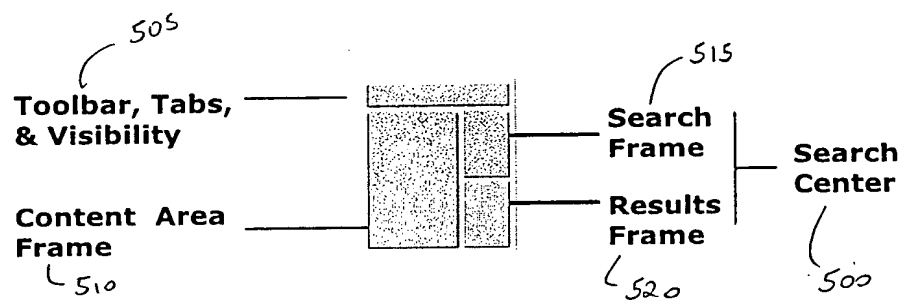
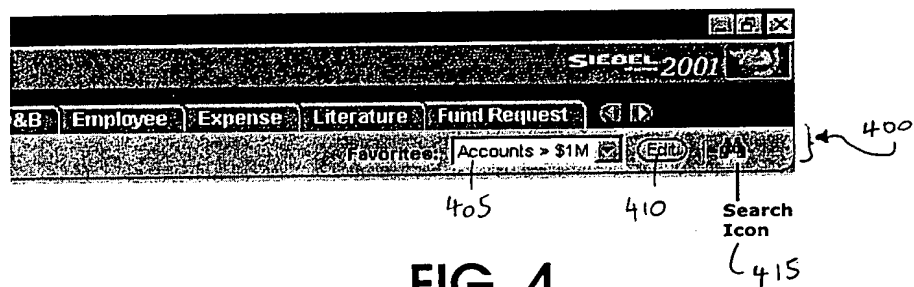


FIG. 3

09683755.022202



09883755.0220 202220"55/58860

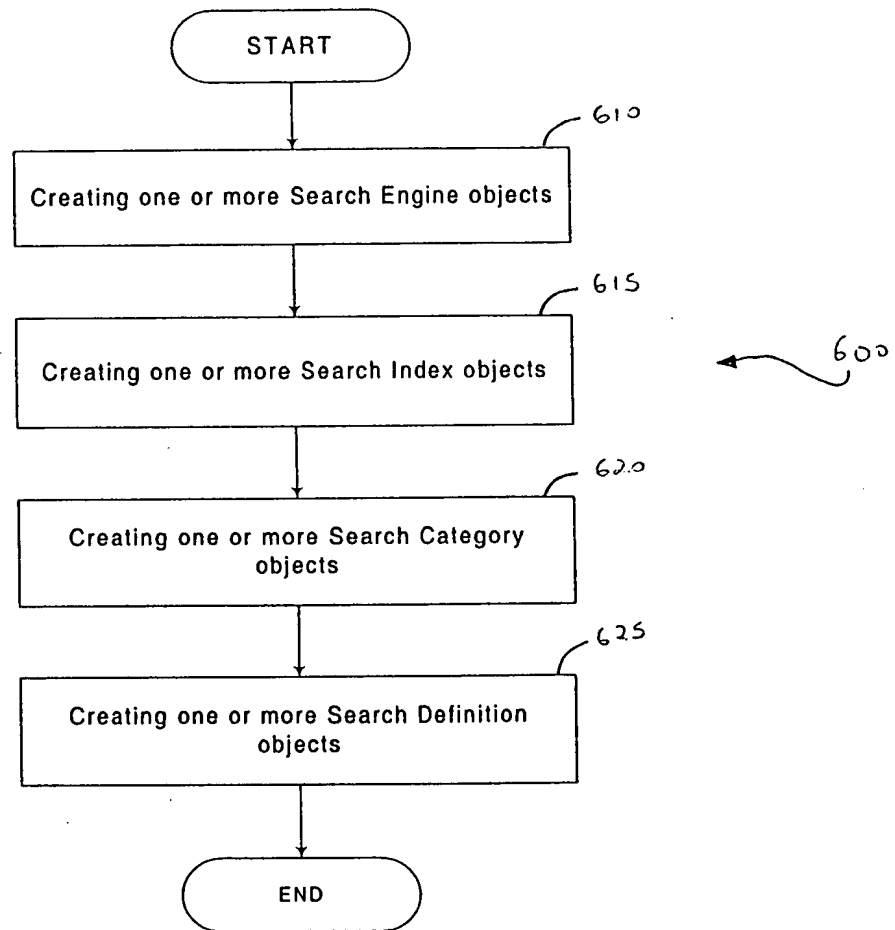


FIG. 6

09883755 02200

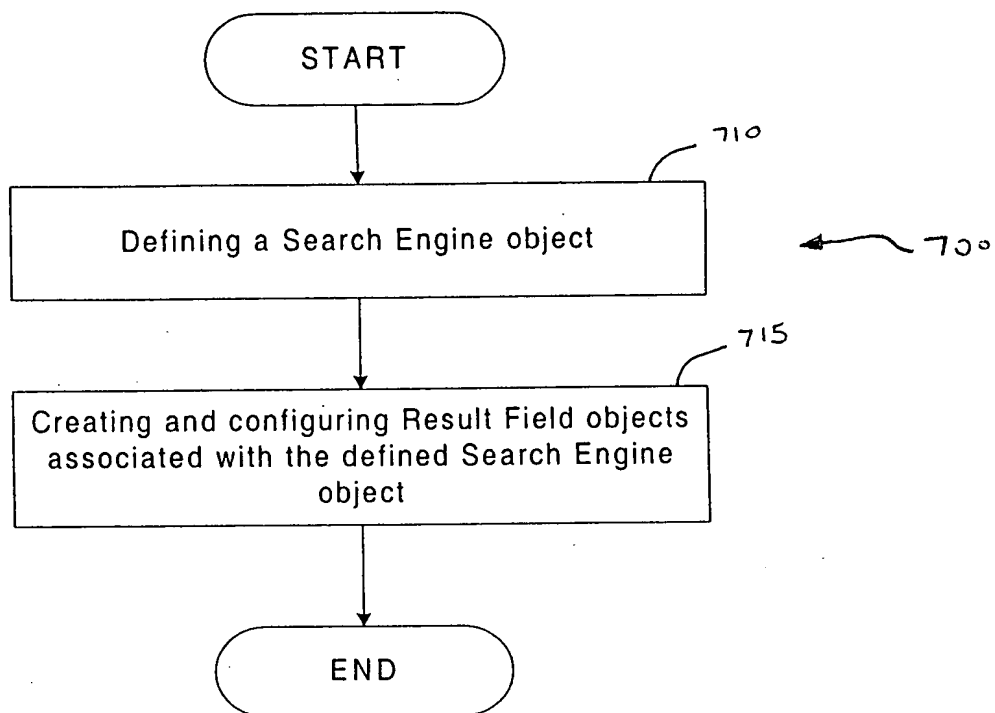


FIG. 7

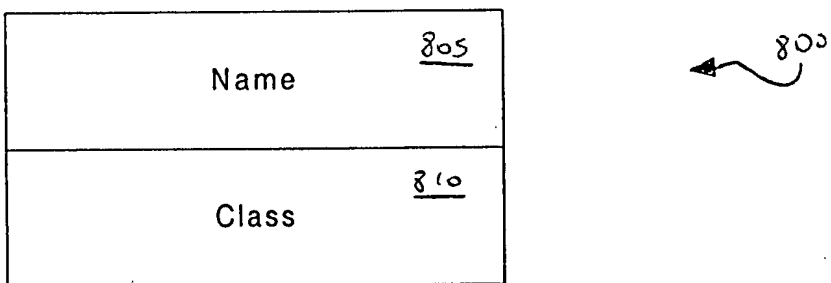


FIG. 8

09883755-022202

|                                  |            |
|----------------------------------|------------|
| Column Name                      | <u>905</u> |
| Create Column Flag<br>(Optional) | <u>910</u> |
| Data Type<br>(Optional)          | <u>915</u> |
| Index Mode<br>(Optional)         | <u>920</u> |
| Name                             | <u>925</u> |
| Text Length<br>(Optional)        | <u>930</u> |
| Type                             | <u>935</u> |

900

FIG. 9



2022052360

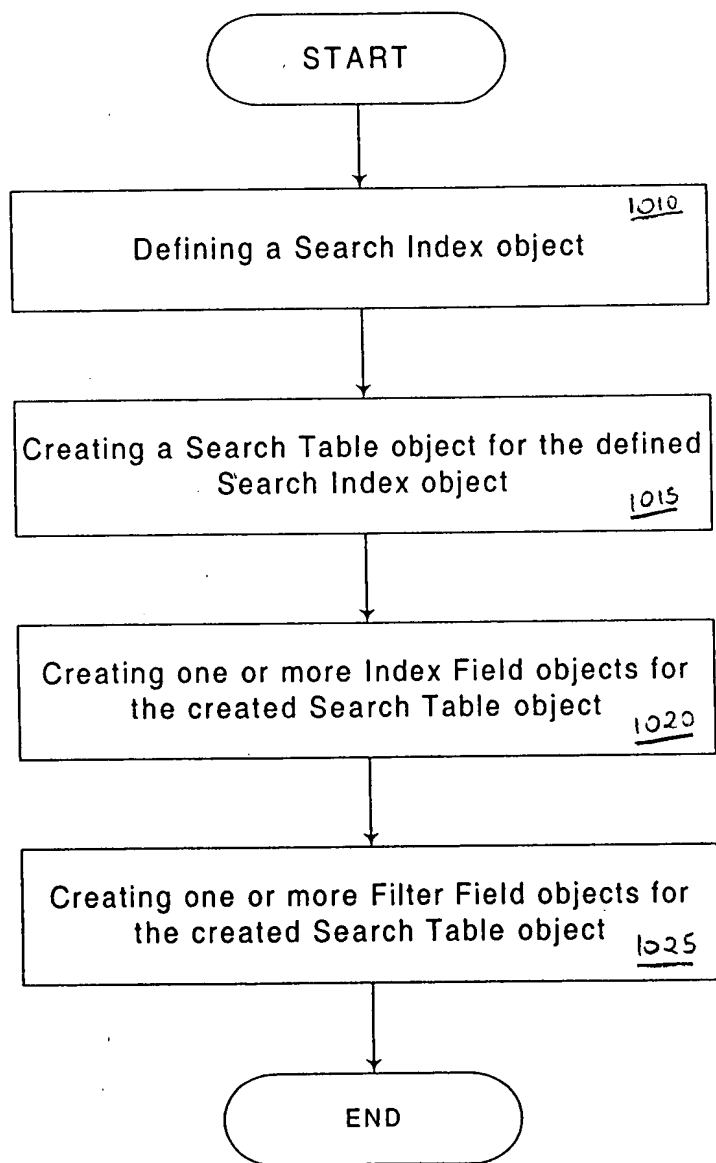


FIG. 10

0983755-02200

|                          |             |
|--------------------------|-------------|
| Name                     | <u>1105</u> |
| Index Business Component | <u>1110</u> |
| Database Table Flag      | <u>1115</u> |

1100

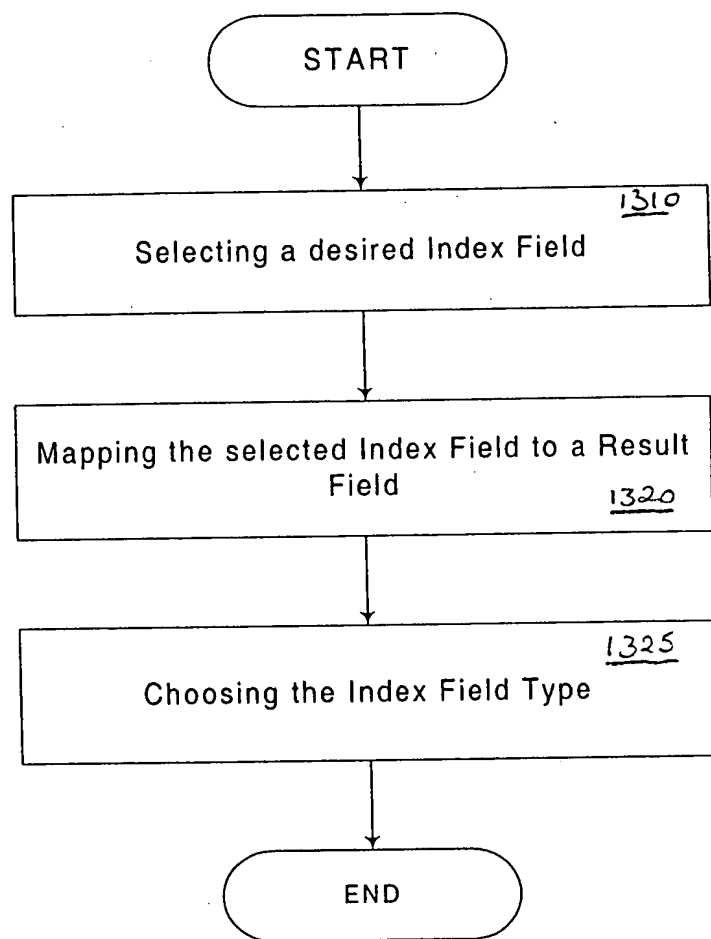
FIG. 11

|            |             |
|------------|-------------|
| Table Name | <u>1205</u> |
| Engine     | <u>1210</u> |

1200

FIG. 12

09083755 02200  
20220" 55/20060



1300

FIG. 13

202220" 552C8860

|                                |             |
|--------------------------------|-------------|
| Business Component Field       | <u>1410</u> |
| Result Field<br>(Optional)     | <u>1415</u> |
| Index Field Type<br>(Optional) | <u>1420</u> |
| Sequence                       | <u>1425</u> |

1400  
←

FIG. 14A

|             |                           |
|-------------|---------------------------|
| <u>1455</u> | Name                      |
| <u>1460</u> | Column Name               |
| <u>1465</u> | Data Type<br>(Optional)   |
| <u>1470</u> | Index Mode<br>(Optional)  |
| <u>1475</u> | Sequence                  |
| <u>1480</u> | Text Length<br>(Optional) |

1450  
←

FIG. 14B

20220528850

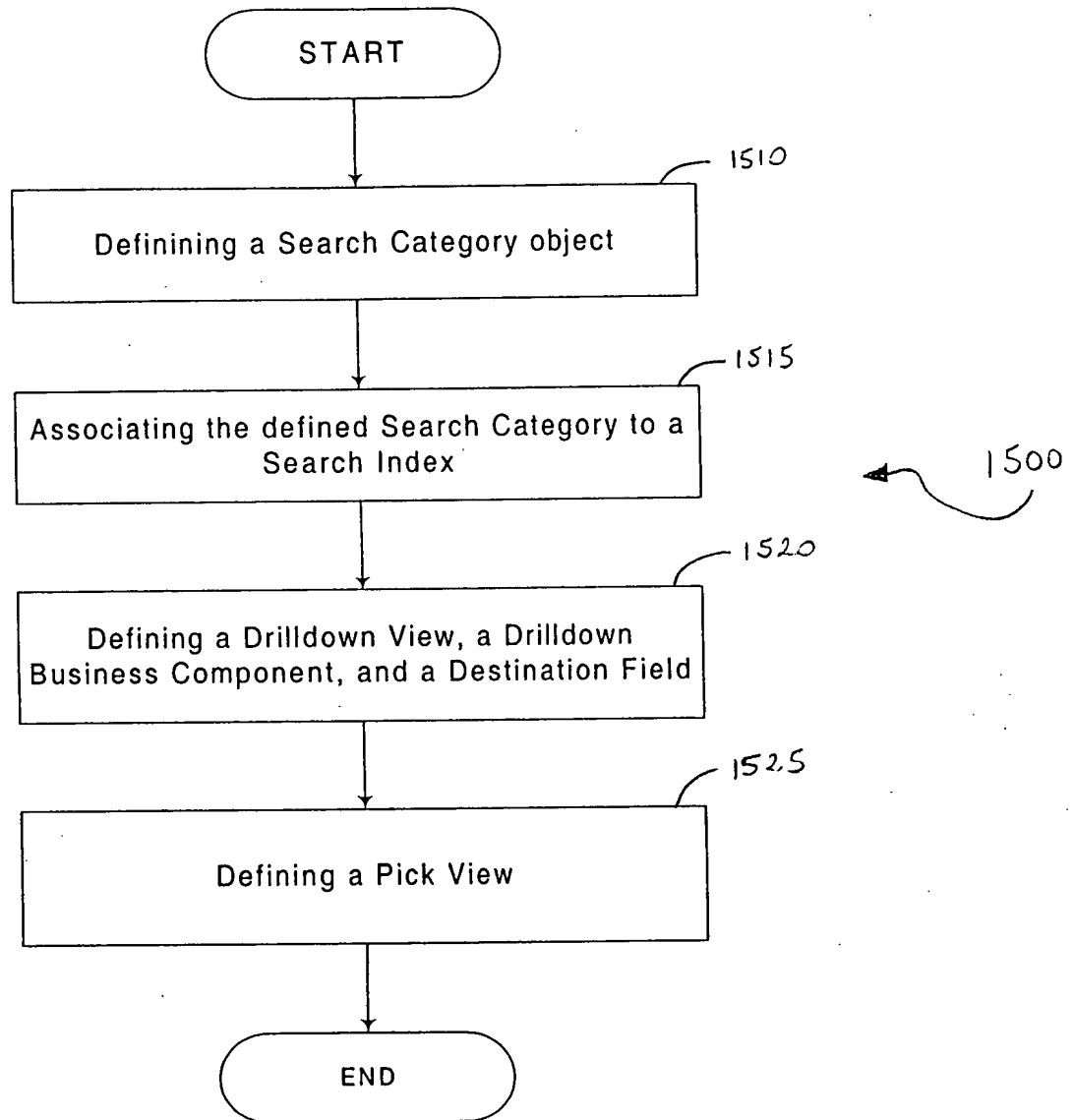


FIG. 15

|  |             |
|--|-------------|
| Name                                       | <u>1605</u> |
| Search Index                               | <u>1610</u> |
| Drilldown Business Component<br>(Optional) | <u>1615</u> |
| Drilldown View<br>(Optional)               | <u>1620</u> |
| Result Identifier<br>(Optional)            | <u>1625</u> |

FIG. 16

0983755 02200 5528860

|                                 |             |
|---------------------------------|-------------|
| Applet                          | <u>1705</u> |
| View                            | <u>1710</u> |
| Name                            | <u>1715</u> |
| Destination Field<br>(Optional) | <u>1720</u> |

1700

FIG. 17

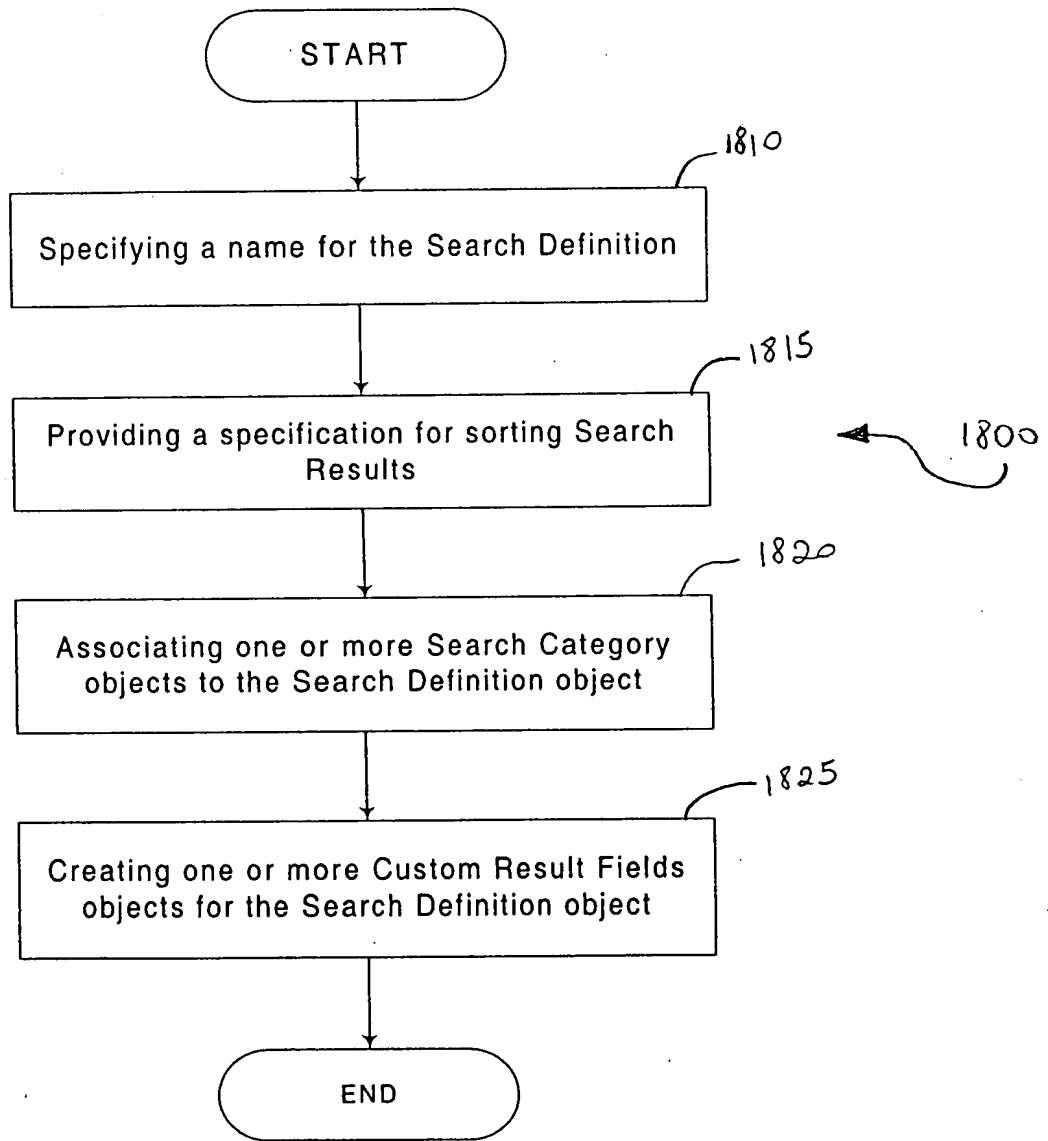


FIG. 18



**D-8379**

|   |             |
|---|-------------|
| Name                                      | <u>1905</u> |
| Display Name                              | <u>1910</u> |
| Filter Search Specification<br>(Optional) | <u>1915</u> |
| Use Filtered Search<br>(Optional)         | <u>1920</u> |
| Sequence<br>(Optional)                    | <u>1925</u> |

1900

FIG. 19

[illegible]

|                              |             |
|------------------------------|-------------|
| Display Name<br>(Optional)   | <u>2005</u> |
| Display Format<br>(Optional) | <u>2010</u> |
| Name                         | <u>2015</u> |
| Scaling Factor<br>(Optional) | <u>2020</u> |
| Sequence                     | <u>2025</u> |
| Text Alignment<br>(Optional) | <u>2030</u> |
| Use in Search<br>(Optional)  | <u>2035</u> |
| Visible<br>(Optional)        | <u>2040</u> |
| Width<br>(Optional)          | <u>2045</u> |

2000

FIG. 20

0983755-0220

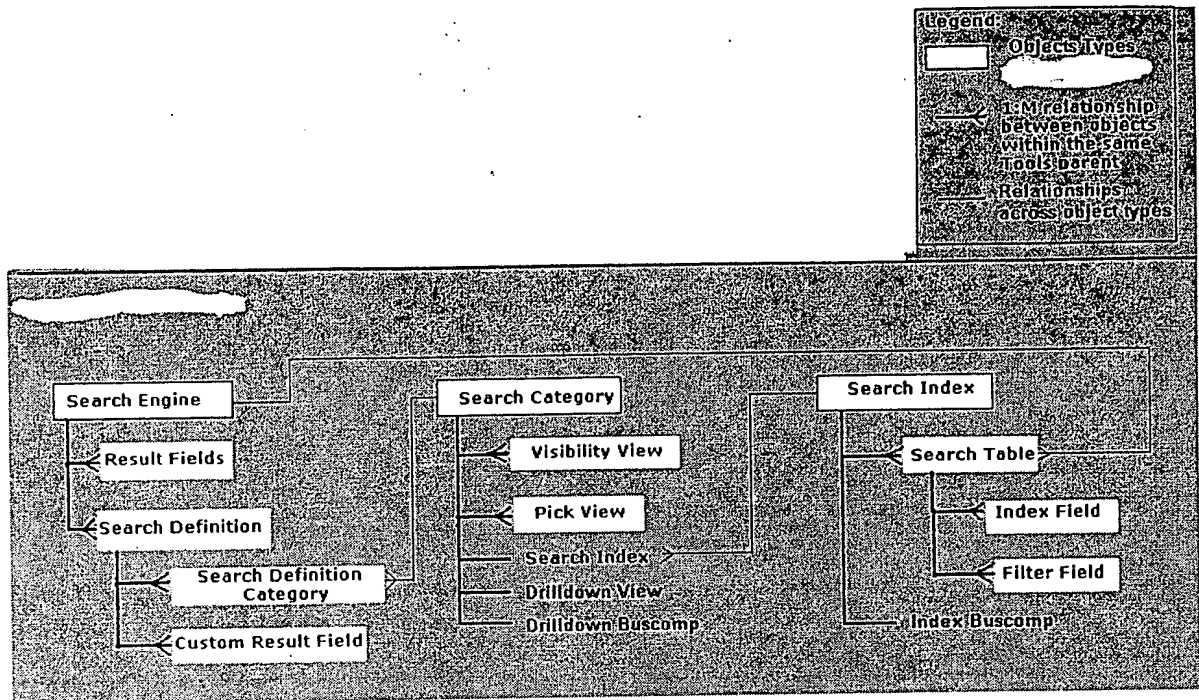


FIG. 21

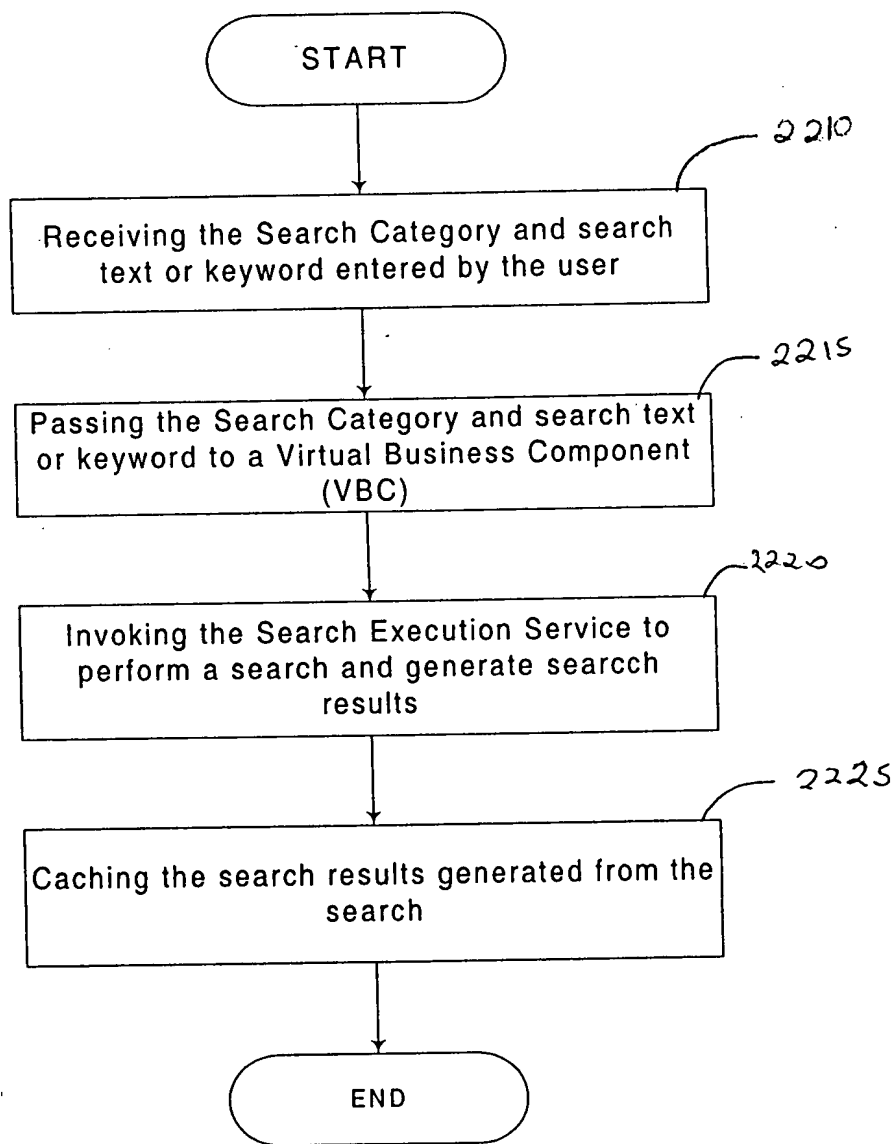


FIG. 22

09883755-02220

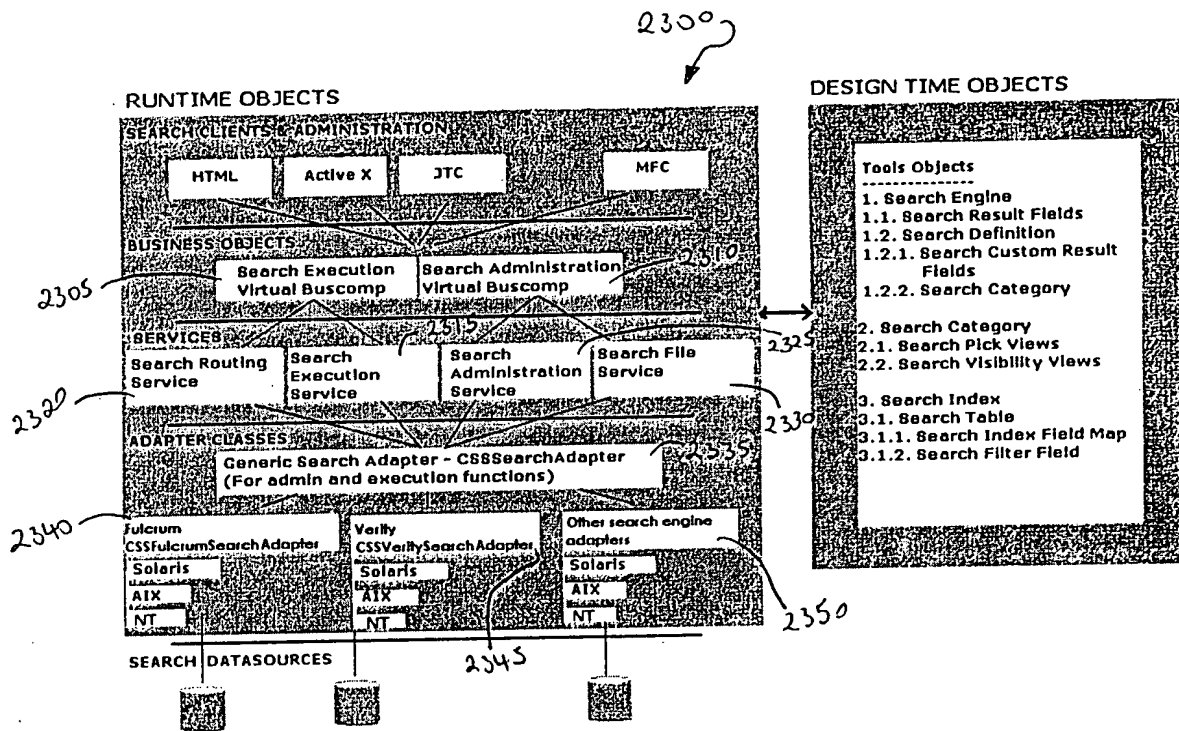


FIG. 23

**Search** Close Button

Look for: 2410

☐ All Employees 2405

|             |                                     |         |  |
|-------------|-------------------------------------|---------|--|
| Last Name:  | <input checked="" type="checkbox"/> | Gorman  | <div style="position: relative; height: 100px;"> <span style="position: absolute; top: 0; left: 0;">2415A</span> <span style="position: absolute; top: 10%; left: 0;">2415B</span> <span style="position: absolute; top: 20%; left: 0;">2415</span> <span style="position: absolute; top: 30%; left: 0;">2415C</span> <span style="position: absolute; top: 40%; left: 0;">2415D</span> <span style="position: absolute; top: 50%; left: 0;">2415E</span> </div> |
| First Name: | <input checked="" type="checkbox"/> | Richard |  |
| Division:   | <input checked="" type="checkbox"/> |         |  |
|             | <input checked="" type="checkbox"/> |         |  |
|             | <input checked="" type="checkbox"/> |         |  |

515

2420A      2420B      2420C

**FIG. 24**

**Search** X

Look for: 2505

<-- Service Request ☒

All Accounts

All Contacts

All Employees

All Opportunities

All Products

Decision Issues

Literature

Resolution Documents

Solutions

Advanced Search

2500

2510

Help

**FIG. 25**

|   |  |  |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|--|
| Sibel Service 7.0   |  |  |  |  |  |  |  |  |  |  |  |
| Serial: 2001-VA   |  |  |  |  |  |  |  |  |  |  |  |
| <a href="#">File</a>   <a href="#">View</a>   <a href="#">Help</a>   <a href="#">New</a>   <a href="#">Edit</a>   <a href="#">Print</a>   <a href="#">Find Request</a>   <a href="#">Accounts</a>   <a href="#">\$1M</a>   <a href="#">ES</a>   <a href="#">A</a>   |  |  |  |  |  |  |  |  |  |  |  |
| <a href="#">Services</a>   <a href="#">Activities</a>   <a href="#">Category</a>   <a href="#">Contacts</a>   <a href="#">Correspondence</a>   <a href="#">Decision Issues</a>   <a href="#">DAB</a>   <a href="#">Employee</a>   <a href="#">Expense</a>   <a href="#">Literature</a>   <a href="#">Fund Request</a> |  |  |  |  |  |  |  |  |  |  |  |
| Service > My Service Requests > Activity Plans  |  |  |  |  |  |  |  |  |  |  |  |

| Service Request   |   |                                   |             |
|---|---|-----------------------------------|-------------|
| <a href="#">New</a>   <a href="#">Edit</a>   <a href="#">Print</a>   1 of 2 |   |                                   |             |
| SR #: _____   | Last Name: <input type="text"/> <b>Selcuk</b> | Date Opened: <input type="text"/> | <b>2605</b> |
| Reference: <input type="text"/>   | First Name: <input type="text"/>              | Commit Time: <input type="text"/> |             |
| Account: <input type="text"/>   | Primary Phone # <input type="text"/>          | Source: <input type="text"/>      |             |
| Site: <input type="text"/>  | Email: <input type="text"/>                   |                                   |             |

| Activity Plans   |                              |            |  |
|--|------------------------------|------------|--|
| <a href="#">New</a>   <a href="#">Edit</a>   <a href="#">Print</a>   1 to 3 of 3 |                              |            |  |
| Item   | Summary                      | Date Open  |  |
| ◆ Hard Drive Failure   | 24-2248, Hard Drive Failure  | 05/10/2000 |  |
| Server Service Process   | 2-101 Server Service Process | 05/29/2000 |  |
| Tech Support Call  | 24-224A, Tech Support Call   | 07/09/2000 |  |

| Activities   |          |        |   |
|--|----------|--------|---|
| <a href="#">New</a>   <a href="#">Edit</a>   <a href="#">Print</a>   1 to 3 of 3 |          |        |   |
| Type   | Priority | Status | Description   |
| Diagnostics  | 2-High   | Done   | Run Diagnostic software and routine peripheral utilities and inspections. |
| Assessment   | 2-High   | Done   | Cool Repair   |

| Search  |         |  |  |
|---|---------|--|--|
| <a href="#">All Employees</a>   |         |  |  |
| Look for:   |         |  |  |
| Last Name: <input type="text"/>                                       | Gorman  |  |  |
| First Name: <input type="text"/>                                      | Richard |  |  |
| Division: <input type="text"/>  |         |  |  |
| <a href="#">Search</a>   <a href="#">Save</a>   <a href="#">Reset</a> |         |  |  |

| Results                     |            |  |  |
|-----------------------------|------------|--|--|
| <a href="#">1 to 3 of 3</a> |            |  |  |
| Last Name                   | First Name |  |  |
| Gorman                      | Richard    |  |  |
| Gorman                      | Richard    |  |  |
| Gorman                      | Richard    |  |  |

CO90

Siebel Service 7.0

Siebel 2001

File

New

Help

Show

My Service Requests

Service

Activities

Category

Contents

Correspondence

Decision Issues

D&D

Employee

Expense

Literature

Fund Request

IT

Service > My Service Requests > Activity Plans

Service Request

SR #:

Reference

Account

Site

Last Name

First Name

Primary Phone #

Email

Date Opened

Commit Time

Source

SR #:

Reference

Account

Site

Last Name

First Name

Primary Phone #

Email

Date Opened

Commit Time

Source

SR #:

Reference

Account

Site

Last Name

First Name

Primary Phone #

Email

Date Opened

Commit Time

Source

Activities

Attachments

Solutions

Related SRs

Invoices

Activity Plans

Orders

Customer SL

Item

Summary

Date Opened

Hard Drive Failure

24-2348, Hard Drive Failure

05/10/2000

Server Service Process

2-10U, Server Service Process

05/29/2000

Tech Support Call

24-234A, Tech Support Call

07/09/2000

Activities

Type

Priority

Status

Description

Diagnosis

2-High

Done

Run Diagnostic software and routine peripheral utilities and inspections.

Assessment

2-High

Done

Cost Repair

Search

Look for:

Advanced Search

Keywords

hard drive

is

Solutions

Service Requests

Literature

Activities

2710

2715

2725

Results

Type

Summary

Literature

Reports the WD-28001 Hard C

Literature

2-10U, Server Service Process

Literature

20241 WD-28001 Hard Drive

Service Request

24-2348, Tech Support Call

Service Request

24-234A, Tech Support Call

Solution

2-10U, Server Service Process

Service Level 95

Call Center will have meeting at 11:00 a.m. today.

average Speed of Answer 0:13

10



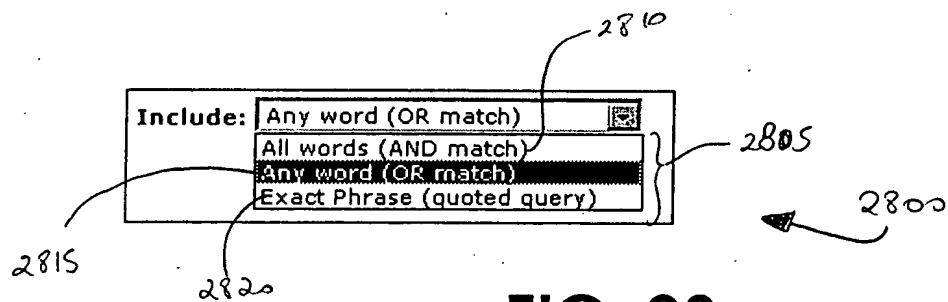


FIG. 28

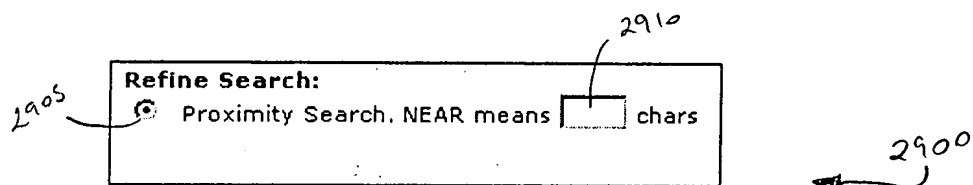


FIG. 29

202220" 557E8860

Internet Explorer - http://smcnet142/cellcenter/start.asp - Microsoft Internet Explorer

File Edit View Go Help Favorites Tools Help

Address: http://smcnet142/cellcenter/start.asp

Search: Search Indexes

Index Settings

Search Indexes: No Records

Name: Description: Language: EN

Default Setting

| Name                 | Index Bursamp       | Table Name | Exists | External Location            | Index Status                                 | Save |
|----------------------|---------------------|------------|--------|------------------------------|--|------|
| Auction Item         | Auction Item Detail | FUL_AUCT   |        |                              | 205 Records Indexed<br>0 Records Not Indexed |      |
| Category             | Category            | FUL_CAT    | ✓      |                              | 45 Records Indexed<br>0 Records Not Indexed  |      |
| Decision Issue       | Decision Issue      | FUL_DEC    | ✓      |                              | 15 Records Indexed<br>1 Records Not Indexed  |      |
| Document             |                     | FUL_EXTDOC | ✓      | USMOJLXH/2010/Verstarch_docs | 5 Records Indexed<br>4 Records Not Indexed   |      |
| Literature           | Sales Tool          | FUL_LIT    | ✓      |                              | 173 Records Indexed<br>0 Records Not Indexed |      |
| Product              | Internal Product    | FUL_PROD   | ✓      |                              | 8 Records Indexed<br>8 Records Not Indexed   |      |
| Resolution Documents | SP Resolution Item  | FUL_RESDOC | ✓      |                              | 8 Records Indexed<br>8 Records Not Indexed   |      |

Done

FIG. 30

3000

3010

3005

[illegible]

3100

20220" 552E3B60

3200

http://localhost:8080/atlant.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Favorites

Address http://localhost:8080/atlant.swe

Site Map Help Profile Logout

Home Accounts Activities Agreements Assets Calendar Campaigns Communication ID

Show Advanced Settings

Search Settings

Settings

Name Advanced Setting (English) Description Language Default Delete Save

Value

3215

3220

3210

Setting Properties

| Name                  | Value   | Delete | Save |
|-----------------------|---------|--------|------|
| Character Set         | WINLAT1 |        |      |
| Max Search Rows       | 500     |        |      |
| Normalization         | DEFAULT |        |      |
| Proximity Search      | 80      |        |      |
| Relevance Method      | 2.4     |        |      |
| Search Term Separator | OR      |        |      |

Done

FIG. 32

09883755-02200

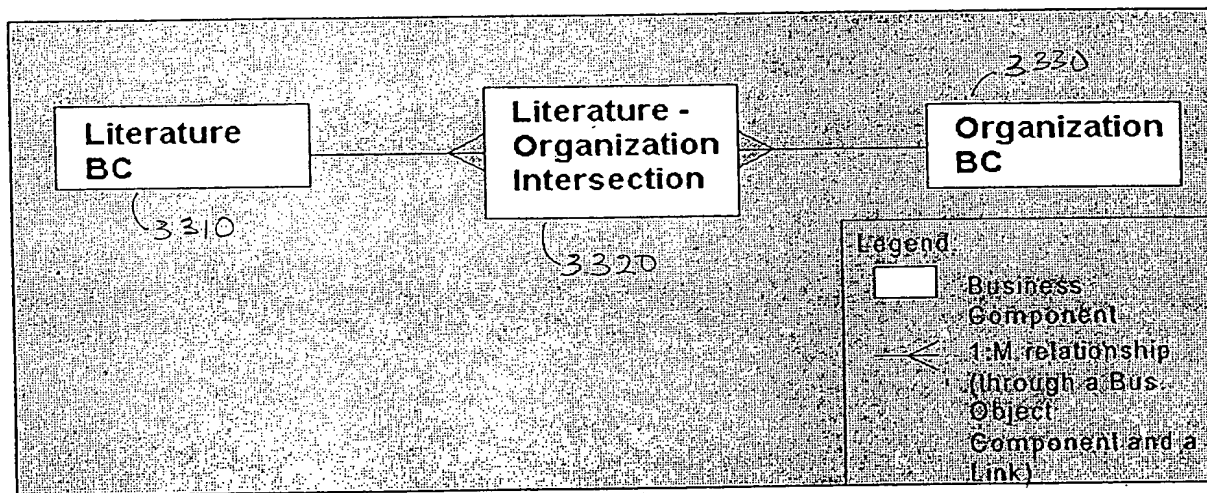


FIG. 3.3

09883755-02200

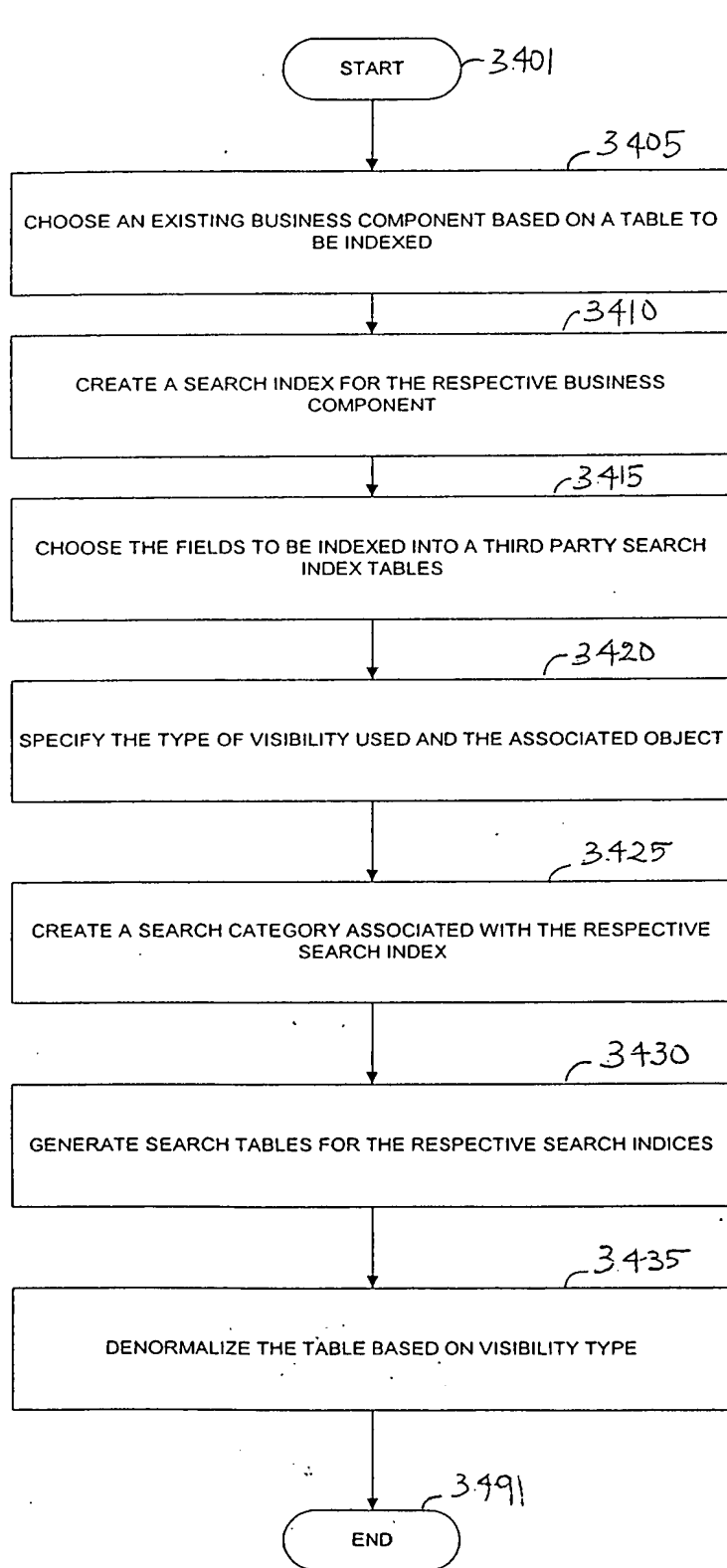


FIG. 34

09883755-02200

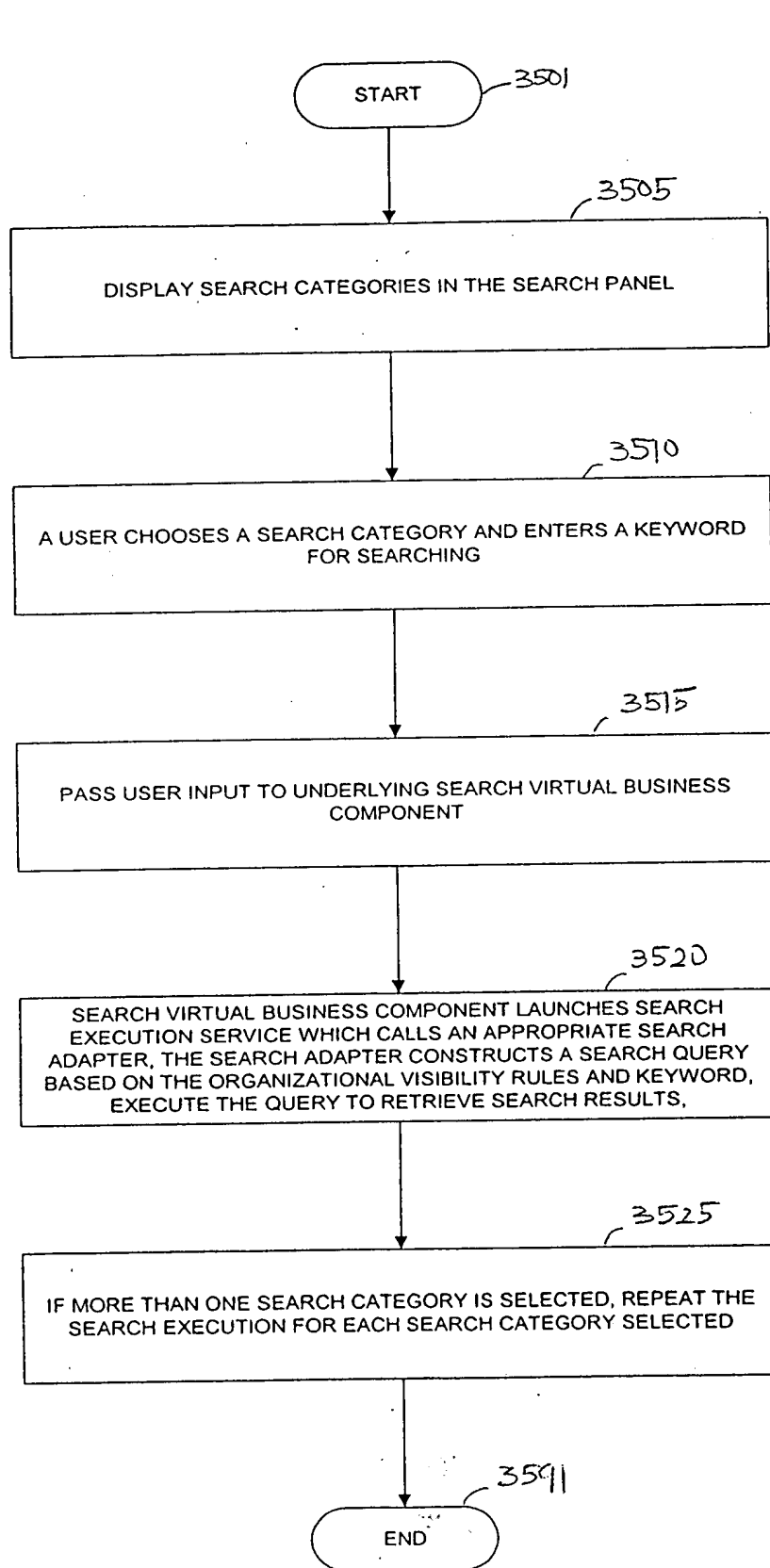


FIG. 35

0983755-02200

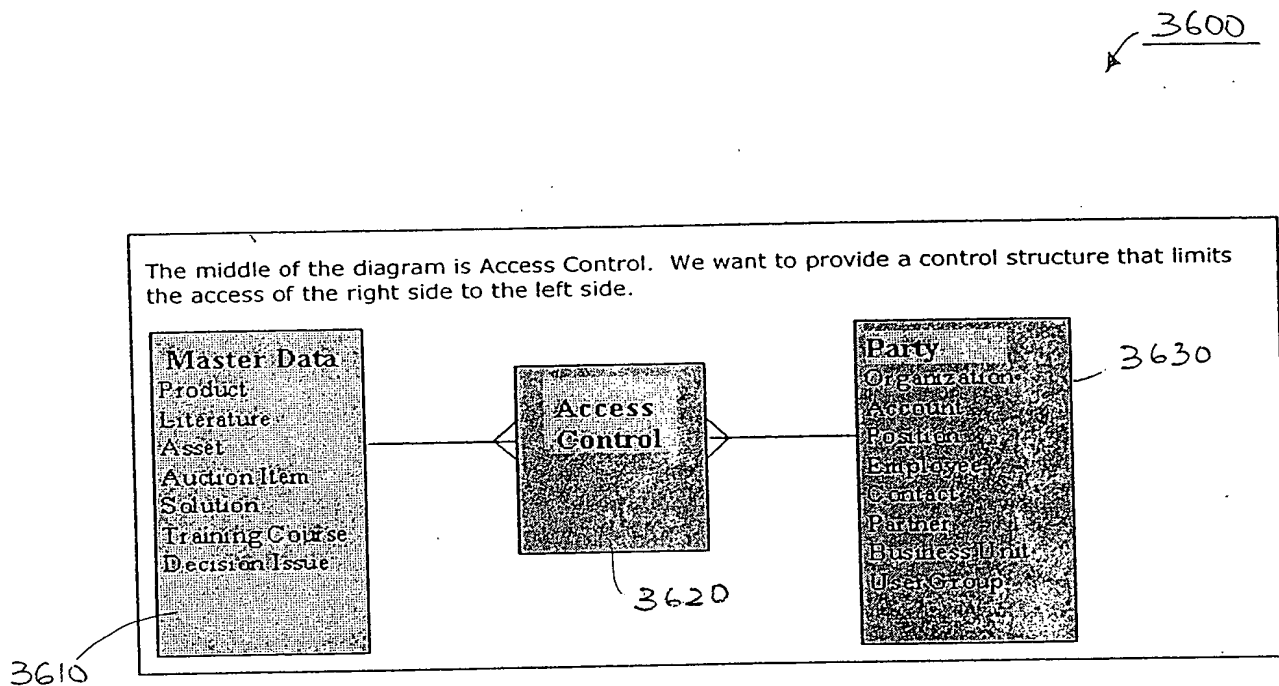


FIG. 36



3700

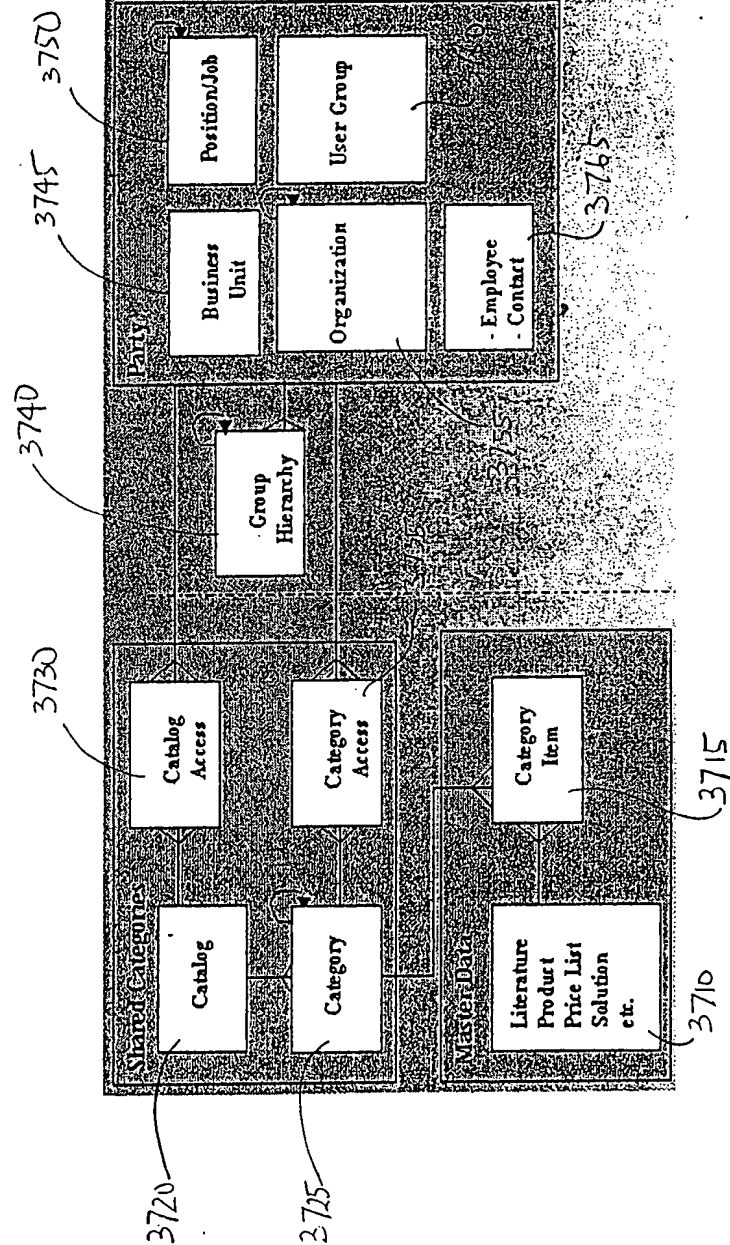


FIG. 37

3800

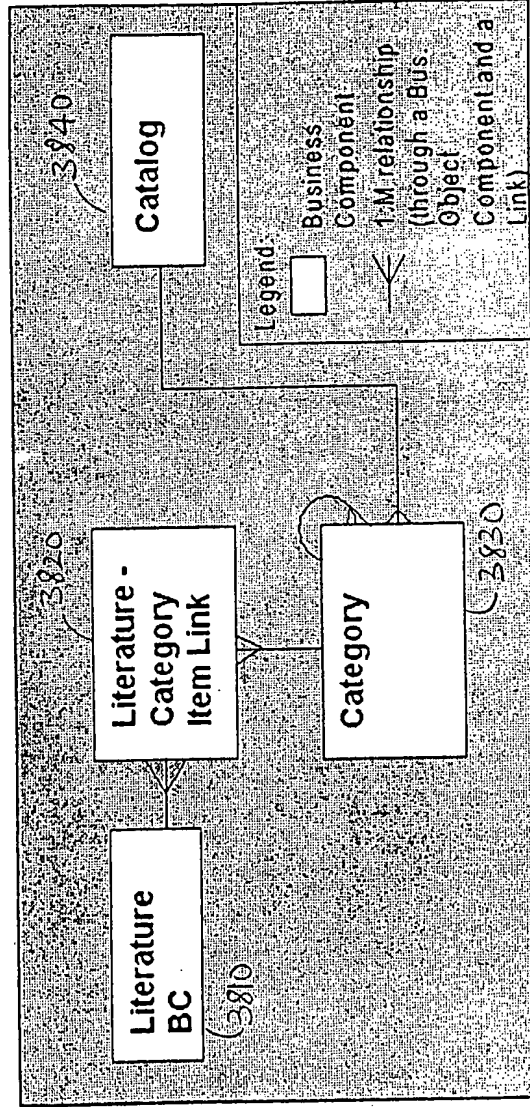


FIG. 38

0983755-0220

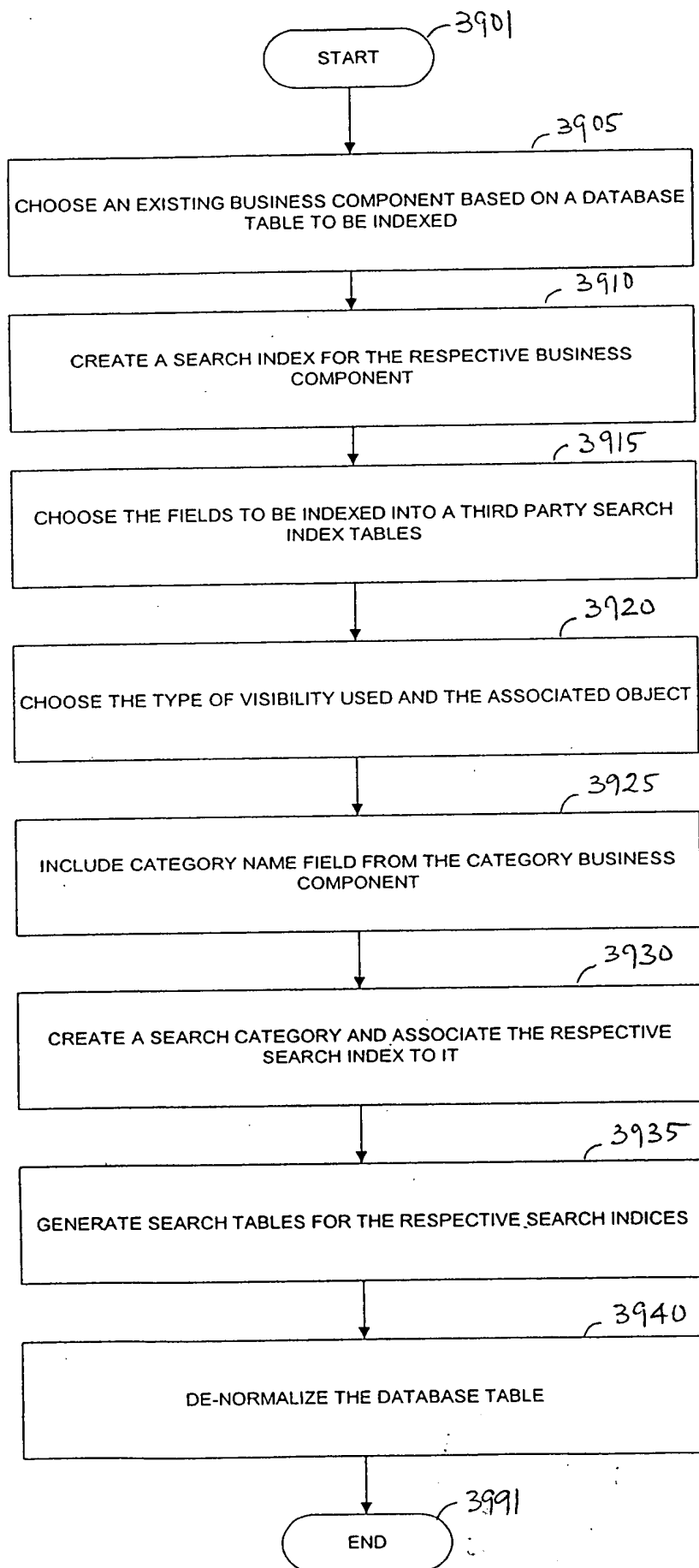


FIG. 39

**09067**

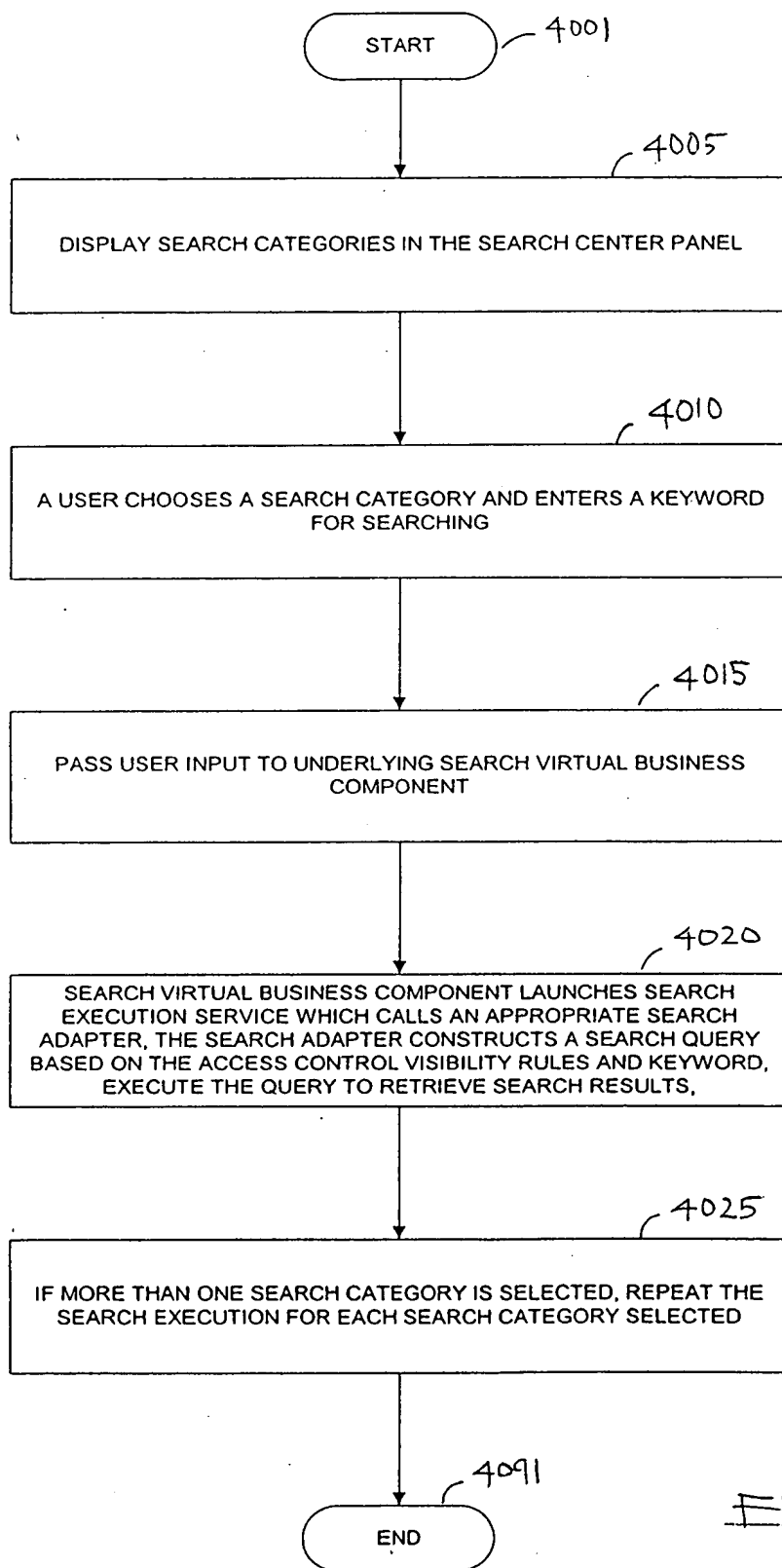


FIG. 40

0988755 : 0222022

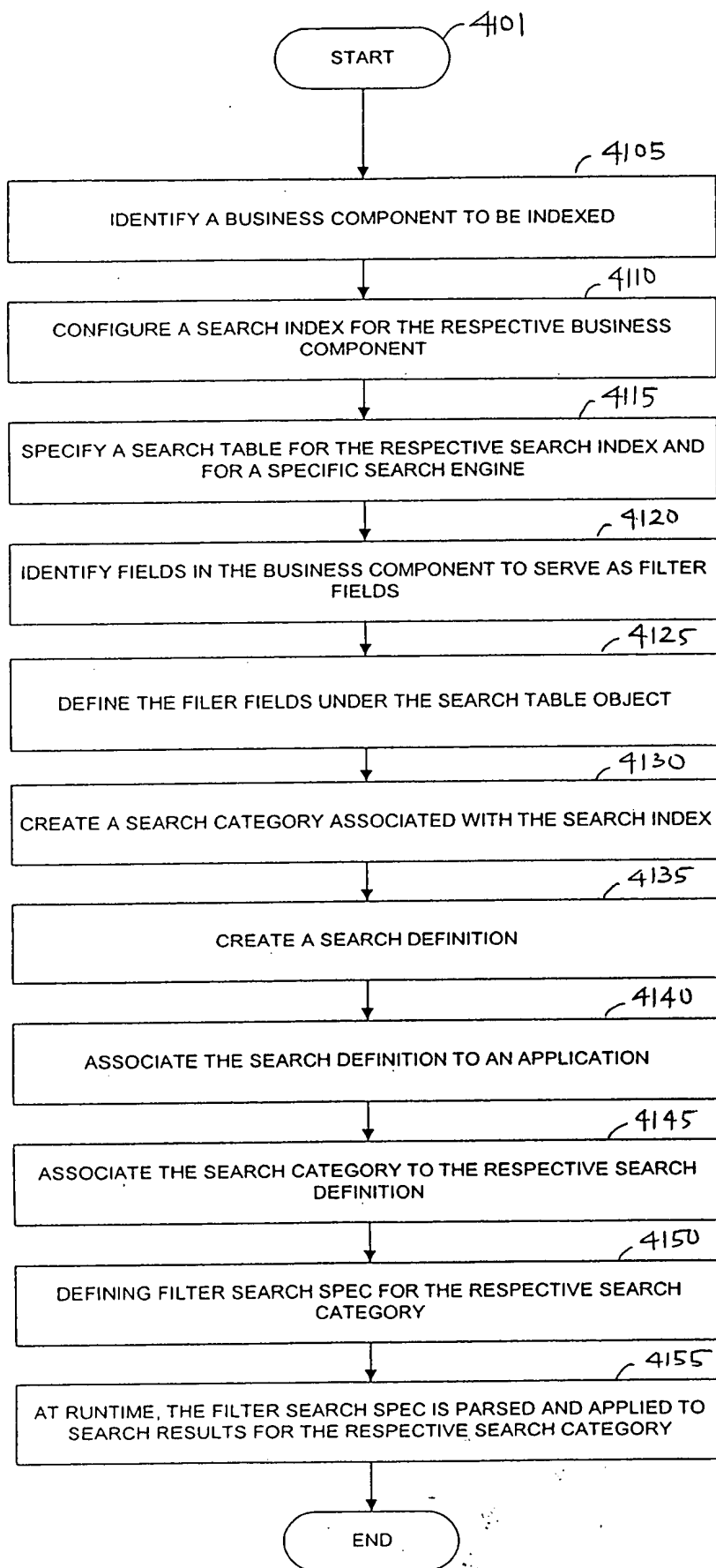


FIG. 41

0903755-0220

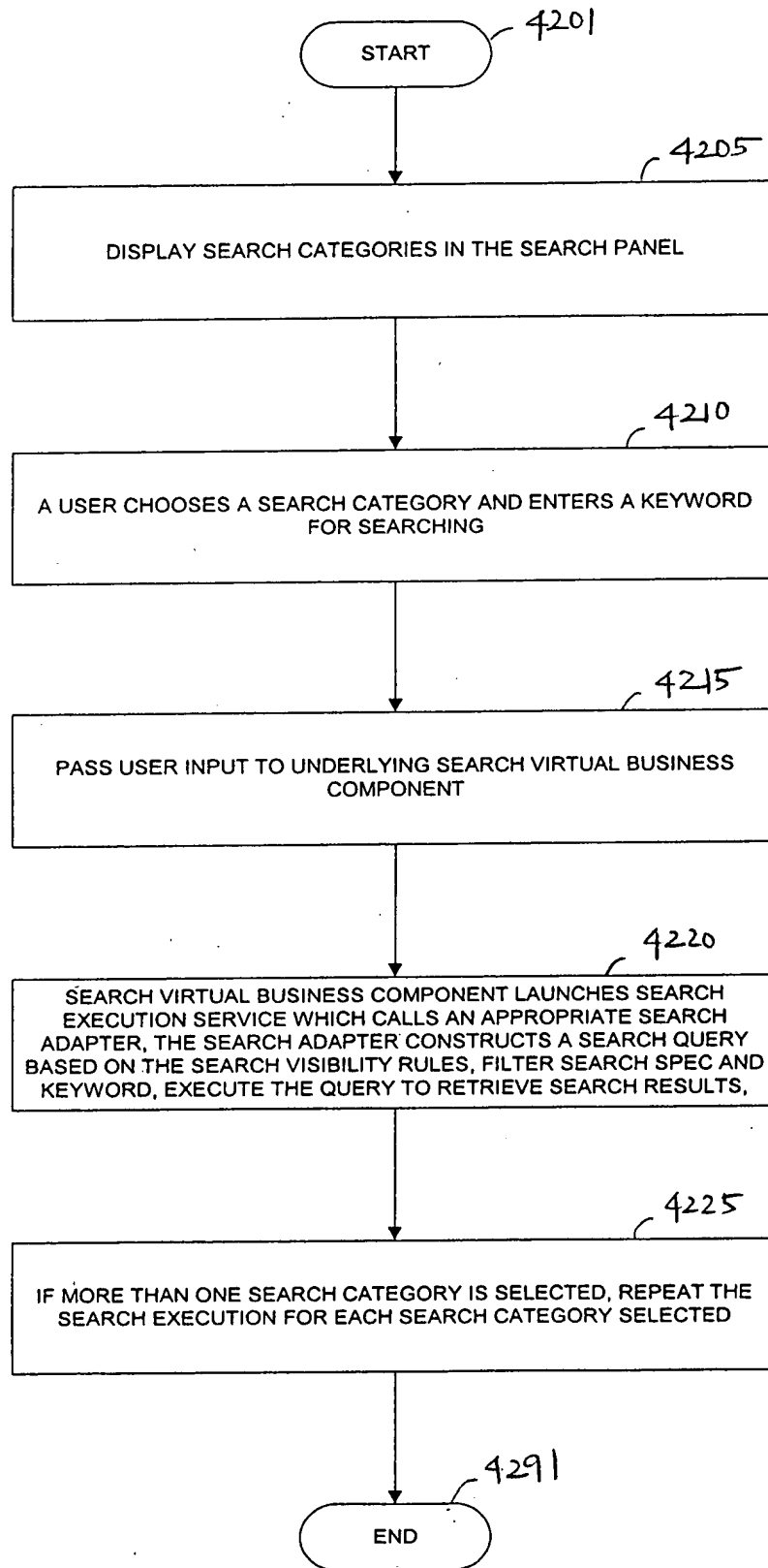


FIG. 42

09883755 022202

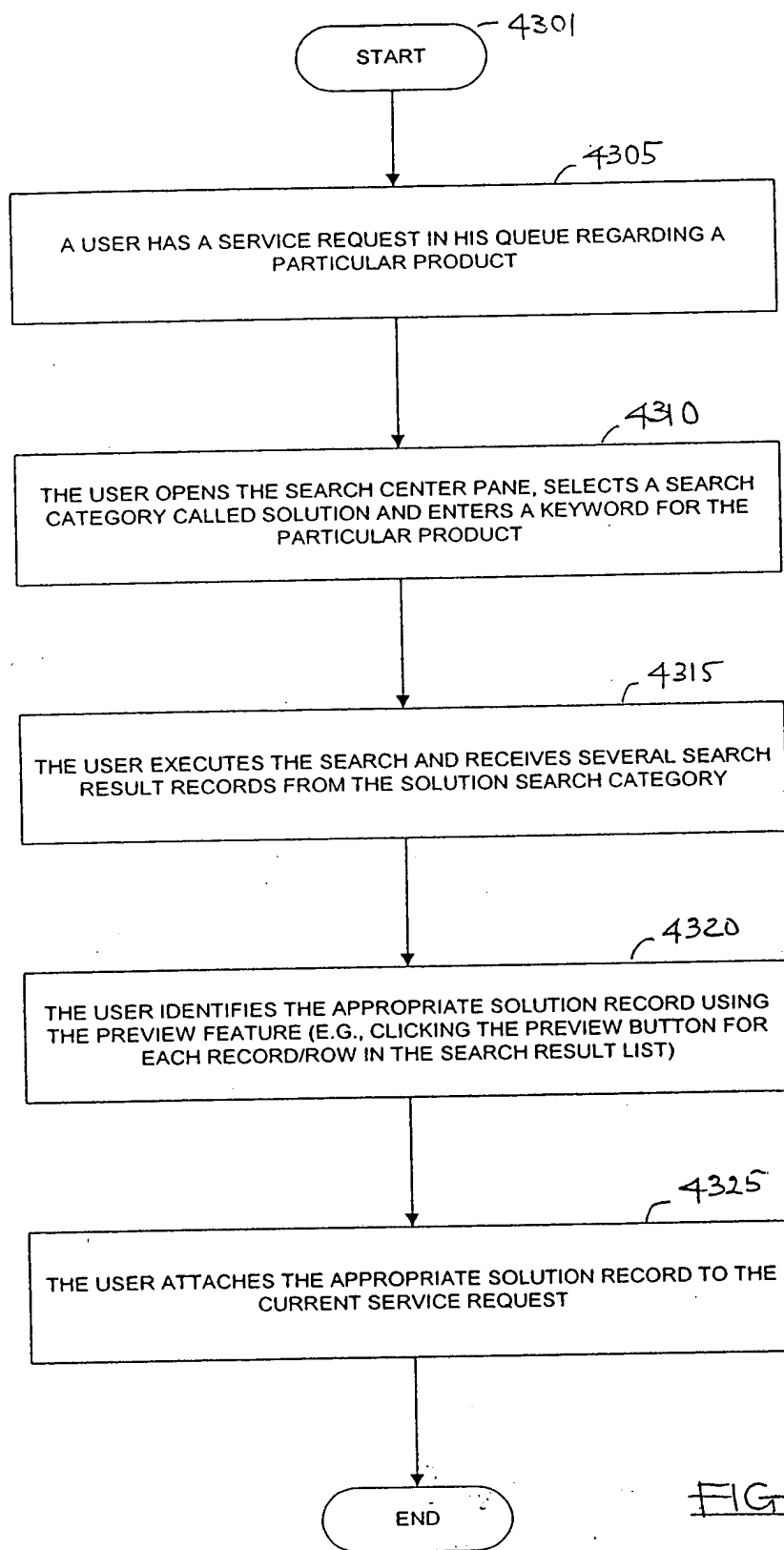


FIG. 43

050325 - 020000

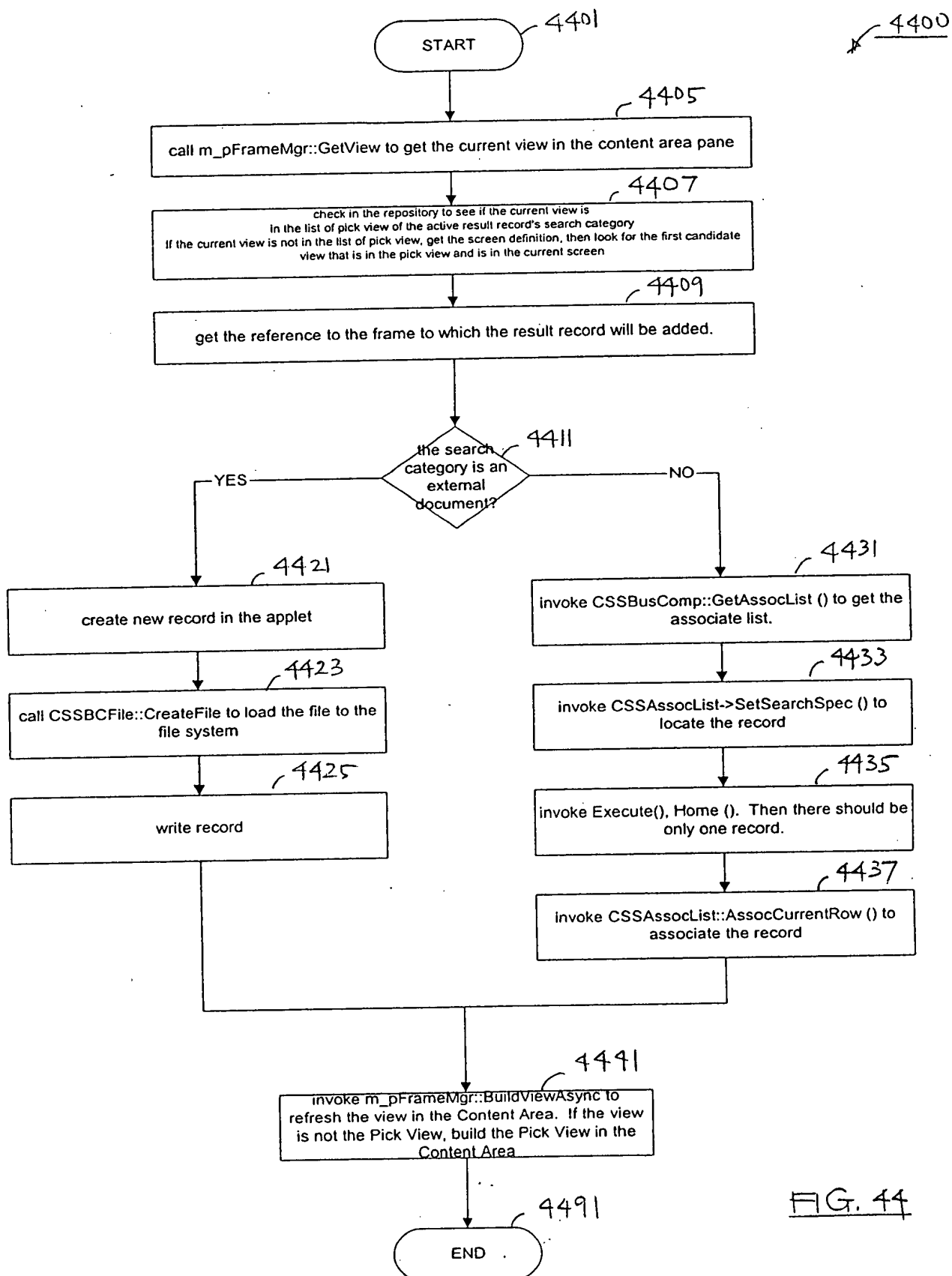


FIG. 44



0983755 02202

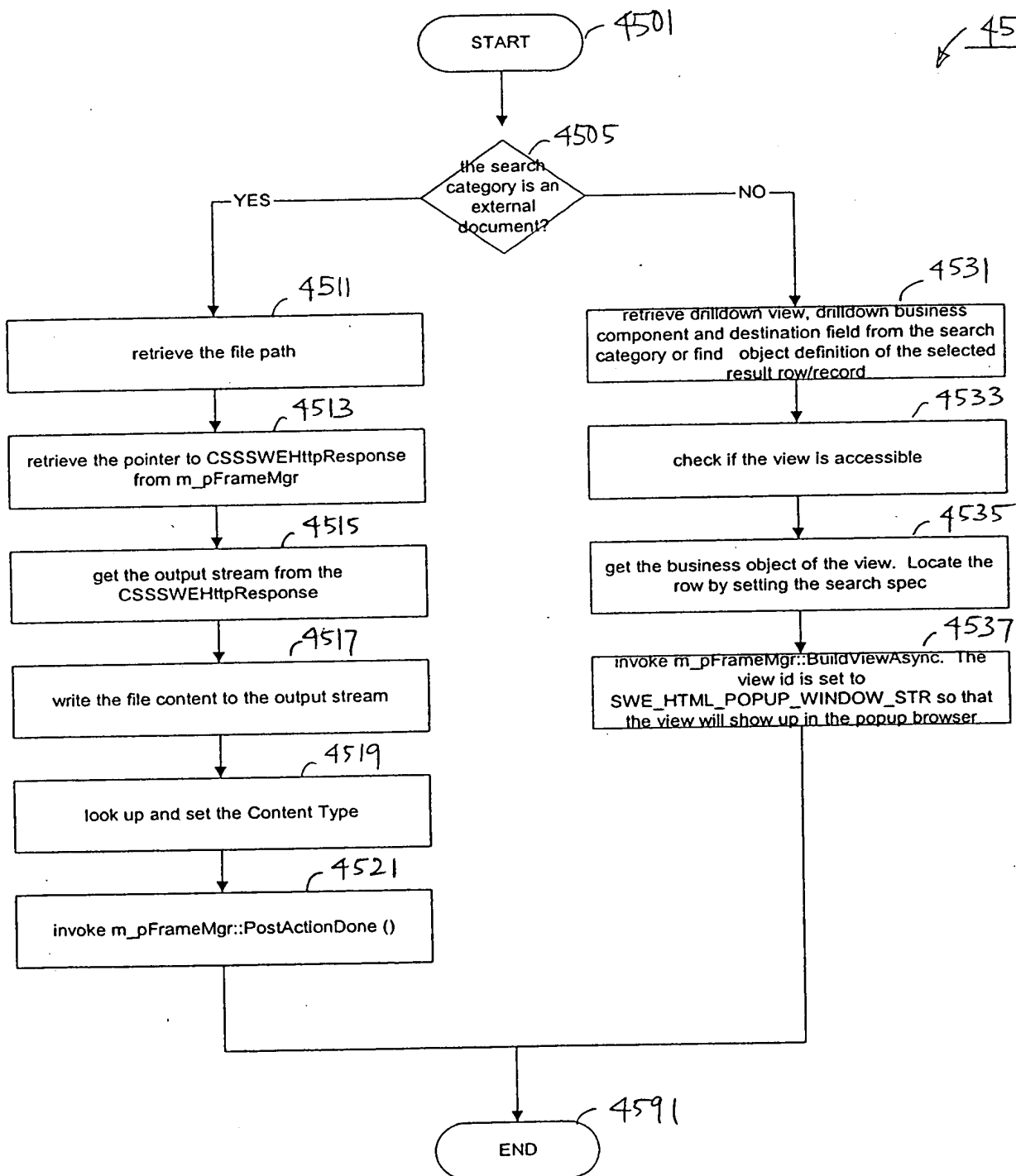


FIG. 45

0983755.02202

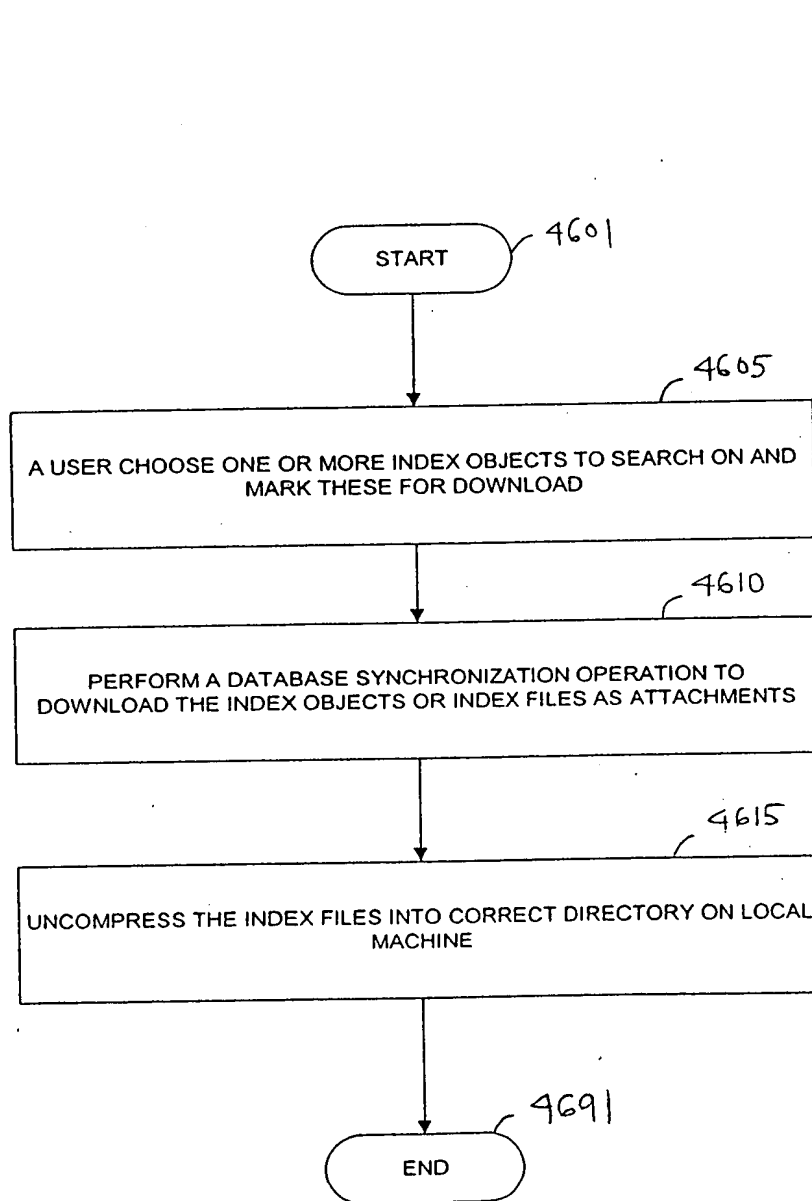


FIG. 46

0983755 02200

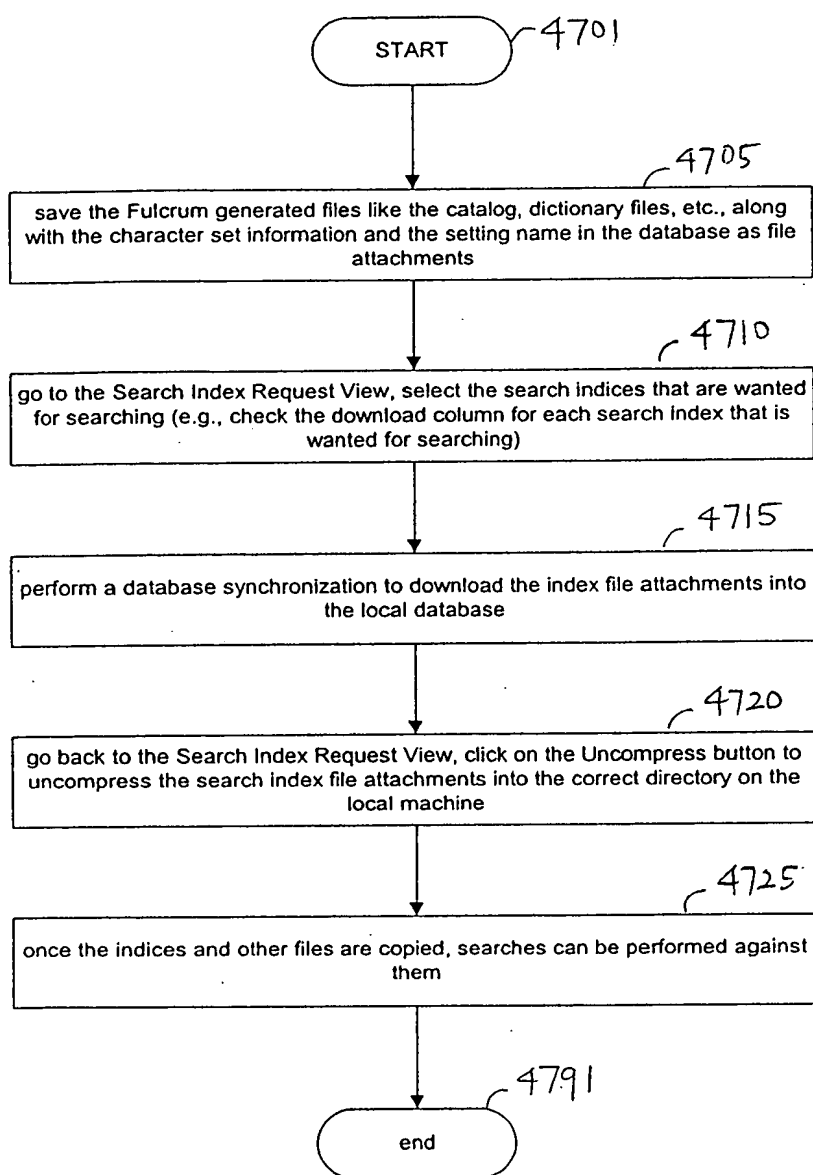


FIG. 47

4800

09883755.022202

Global Call Center - Microsoft Internet Explorer

http://localhost:8000/start.asp

Auction Administration | Interactive Designer | SmartScript Administration | Application Administration | **Global Call Center** | Delegated Admin | Communications Admin

Index Request [X] [Go] [Cancel] [Help]

Search Indices:

Search Index Request

(Uncompress) [Go] [Cancel] [Help] 20.4.3 of 3

| Download                            | Category               | Index      | Exists                              | Index Size (KB) | Save                     |
|-------------------------------------|------------------------|------------|-------------------------------------|-----------------|--------------------------|
| <input checked="" type="checkbox"/> | Product                | Product    | <input checked="" type="checkbox"/> | 21              | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | Solution (Call Center) | Solution   | <input checked="" type="checkbox"/> | 38              | <input type="checkbox"/> |
| <input type="checkbox"/>            | Literature             | Literature | <input type="checkbox"/>            | 9               | <input type="checkbox"/> |

2005.11.10 10:00:00

FIG 48

0983755-02200

4900

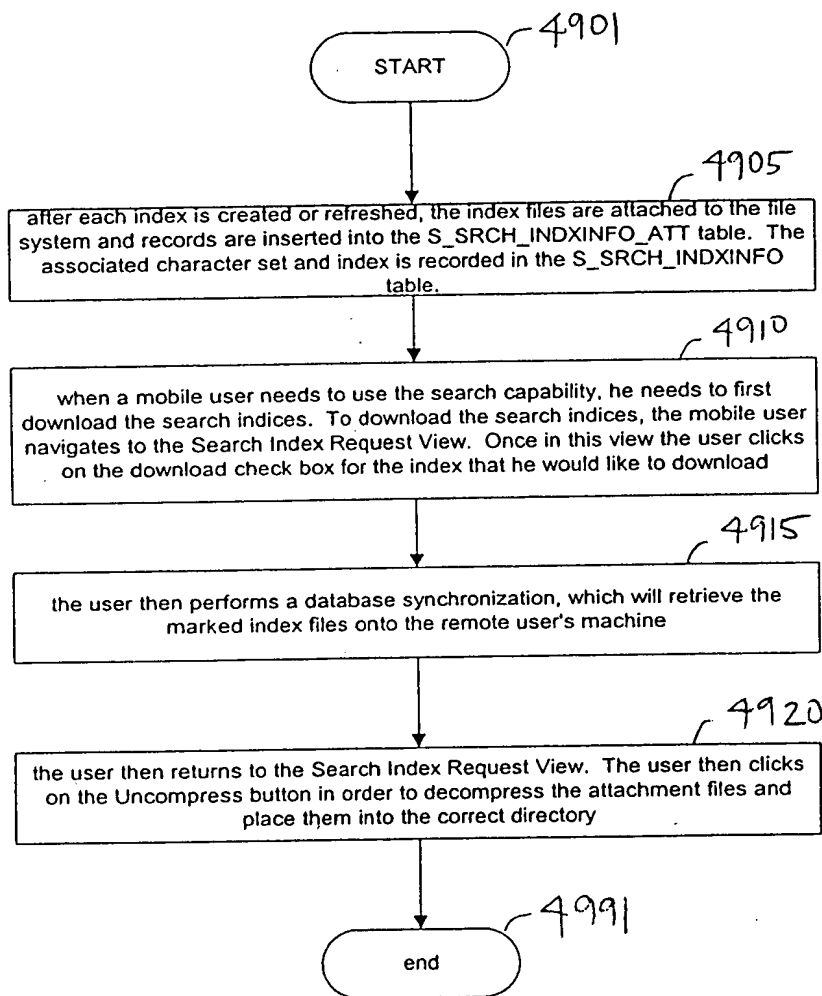


FIG. 49